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## The customer challenge

Many customers prefer a face-to-face experience, however the cost of face-to-face is often prohibitively high for many products. Organisations have until now been forced to choose between low cost, low engagement solutions or high cost, high engagement solutions however, vVid allows businesses to achieve both.



## The vVid solution

vVid is an agent assisted customer journey solution that transforms the customer journey both in branch/store or at home, by allowing the telephony agent to both see and speak to the customer, as well as show, share and sign documents.



## How does it work?

vVid allows telephony agents and customers to connect via a simple browser. using a password, that allows the customer to join a secure vVid session. Once connected vVid facilitates a one-to-one communication allowing agents to see and speak to each other as well as show product and compliance information, get customers to sign documents online and help customers through a streamlined journey.



## vVid at a glance

- Simple to use. vVid is browser based so no downloads or complex training are required.
- SaaS functionality. Easy to implement, short integration and significantly reduced IT resource.
- Robust security and compliance with audio recording, audit and archive functionality.
- Enables onmi-channel journeys controlled by the customer.
- Works first time. No problems with firewalls, pop up blockers or computer settings.
- Cross device functionality across PC, tablet and mobile.
- Seamlessly links with vScreen to allow customers to both see and speak to an agent.



## What can vVid do for your business?

- Reduced cost of face-to-face contact. No branch or store needed.
- Increased conversion. Remove breaks in the customer journey and provide a face-to-face experience.
- Improved customer experience. A faster more streamlined journey for your customers.
- Reduced completion time. Remove mail delay times.



Used by top 5 UK bank to drive branch traffic to telephony.

Streamlining Difficult Customer Journeys